



HCA Families,

HCA utilized FACTS tuition and incidental payment management system for your students. We've made it our mission to look for ways to bring our school families convenience, transparency, flexibility, and secure online access to your financial accounts.

When will this launch and what do you need to know?

New families- watch our library of videos on multiple topics such as:

- How to Set up your New Tuition Payment Plan
- How to Make a Payment through FACTS
- How to Set Up Auto-Payment for Incidentals

FAQs

- Q: Is my information secure? Yes. Your personal information, including payment information, is protected with the highest security standards in the industry. For more information on security, visit FACTSmgt.com/Security-Compliance
- Q: What are the payment plan options? All families will be required to enroll using one of the following FACTS payment plan options:

1) 10 or 12-Monthly Payment Plan (Plan will run August-May OR August- July) and may be processed on the 1st, 5th, 15th, or 20th of each month).

2. Semi-Annual Plan (will be processed in August and January on 1st, 5th, 15th, or 20th)

3. Payment in Full (Payment in Full is due by August 20th, and can be processed on 1st, 5th, 15th, or 20th)

By making your tuition payments through FACTS, you will pre-authorize a bank-to-bank transfer of funds from your bank account (or credit or debit card, if applicable) for your tuition payments. Please be assured that neither FACTS nor the school will have direct access to your financial account.

- Q: Will I be charged a fee to use the FACTS tuition or incidental billing system? If you connect your banking or checking account, there is no fee. Credit or debit cards will have a 2.95% processing fee.
- Q: What devices can I access FACTS from? Phone, computer, or tablet
- Q: What happens when my payment falls on a weekend or a holiday? Your payment will be processed on the next business day
- Q: What happens if a payment is returned? Returned payments may be subject to a FACTS returned payment fee of \$30.00. This will be added to your remaining balance.
- Q: How do I make changes once my agreement is finalized in the FACTS system? Changes to your address, phone number, email address, or banking information can be made at Online.FACTSmgt.com or by contacting HCA or FACTS. Any changes to payment dates or amounts need to be approved by HCA and HCA will then need to notify FACTS. All changes must be received by FACTS at least two business days before the automatic payment date to affect the upcoming payment.
- Q: What information do I have access to in FACTS? You will see your student's tuition statements, payment history, upcoming payments, make payments and update your contact information.
- Q: Can I make prepayments to my tuition account or add funds to my incidental account? Yes, you can prepay, or pay ahead to accumulate credit for upcoming charges.
- Q: It's after hours at HCA, can I contact FACTS if I have any questions about my account? Yes, you can contact FACTS at Online.FACTSmgt.com or by calling: 866.441.4637
- Q: Can I set my incidental account to auto-debit like my tuition account (lunch, bus, aftercare, dress down, ice cream, etc)? Yes, log into FACTS, from your home screen under Incidental Expenses, click Actions > Enroll in Auto Pay.